AdoreSoftphone™

Premium

User Manual

Adore™ infotech

www.adoreinfotech.com

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AdoreSoftphone™

Premium

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Content

1. Welcome to Adore SoftPhone

1.1 - About Adore Softphone Premium
1.2 - Premium Features
1.3 - Basic Features
1.4 - Adore Softphone Premium panel and User Features

2. Installations and Uninstallation

2.1 - Account Information
2.2 - System Requirements
2.3 - Multimedia Device Requirements
2.4 - Install Adore Premium
2.5 - Install Application
2.5.1 - Download and run the installation file
2.5.2- Select folder where file need to be installed
2.5.3- Installer Ready to Install Adore Softphone Premium
2.5.4- Click Close to complete installation
2.6 - Uninstall Adore Softphone Premium
2.7 - Start & Using Adore Softphone Premium

3. Configuring Adore Premium

3.1 – Configure Application
3.2 - Configure Accounts Information
3.3 - Codec Configuration
3.4 - Set Codec Priority
3.5 - Register your Softphone
3.6 - Placing a Call
3.7 - Ending a Call
3.8 - Handling an Incoming Call
3.9 - Handling an Established Call
3.9.1 - Basic Transfer – Transfer this Call
3.9.2 - Call Conference
3.9.3 - Call Recording
3.9.4 - Auto Answer (AA)
3.9.5 - Do Not Disturb (DND)

4. Using Phone Book

4.1 – Add Contact
4.2 – Search Contact
4.3 – Call to Contact
4.4 – Edit Contact

5. Using Recent Call

5.1 – Recent Call Panel

6. Trouble Shooting

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1. Welcome to Adore Softphone

Adore SoftPhone is Softphone that allows you to speak over Internet with any desktops, notebooks to any conventional landline and mobile phones. It supports SIP industry standards, and is fully inter-operable with most major Internet Telephone service provider (ITSP) and VOIP software and hardware. Adore Softphone comes with an intuitive Graphical User Interface and can be easily customized. It's designed with SIP technology that can be used to make outbound phone calls from PC to any telephone. It delivers SIP-based communications and services for PC-to-Phone and PC-to-PC services.

1.1 - Adore Softphone Premium

Adore Infotech believes in offering its customers with advanced technology solutions that incorporate the functionality with enhanced style and convenience in order to build up great business worldwide. The Adoresoftphone Premium offers fully integrated features to accelerate and enhance the usage of the SIP Softphone. Apart from other regular features, we have added more Premium features.

1.2 – Premium Features

- 4 Lines
- Call Recording
- Call Conference
- Transfer (Xfer)
- DND (Do not Disturb)
- Hold / Unhold
- Redial
- Auto accept call
- NAT/Firewall support
- STUN server Support
- ICE Support
- Debug Mode (SIP message log)
- Codec Supported
  G729, G711 u, G711 a, G722, GSM, iLbc, Speex/ 8000, Speex/16000 , Speex / 32000
- Codec selection and Codec Quality Control (Bandwidth control)
- Silence Suppression
- Echo Cancellation
- Uses NEW RFC 3261 compliant stack
- DTMF (RFC 2833)
- RFC 3951: Internet Low Bit Rate Codec (iLBC)
- Proxy Settings
- Registration Timeout
- Acoustic Echo Cancellation.
- Packet concealing
- Packet Lost Concealment (PLC).
- Comfort Noise Generator (CNG),
- Resampling
- Balance Display

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1.3 – Basic Features

- Customized skin interfaces
- Call timer
- Last Number Redial
- Touch Tone
- Address Book
- Micro Phone Volume Control
- Speaker Volume Control
- Work with any full-duplex sound card
- Auto-configuration of settings for easy deployment

These features would enable you to connect your Softphone to any PC or Phone and enjoy the slashed rates in comparison to traditional phone call.

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1.4 - Adore Softphone Premium panel and User Features

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2. Installations and Setup

2.1 Account Information

After choosing a VoIP service provider, you will need the following information:

- User name
- Password
- Authorization Name (if applicable)
- Domain

2.2 System Requirements

Processor Minimum: Intel Pentium III 1.3 GHz or equivalent
Optimal: Pentium 4® 1.8 GHz or equivalent
Memory 256 MB RAM
Hard Disk Space 50 MB
Operating System Windows® Vista®
Windows 2000
Windows XP
Connection IP network connection (broadband, LAN, wireless)
Sound Card Full-duplex, 16-bit

2.3 Multimedia Device Requirements

Adore Premium requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Headset

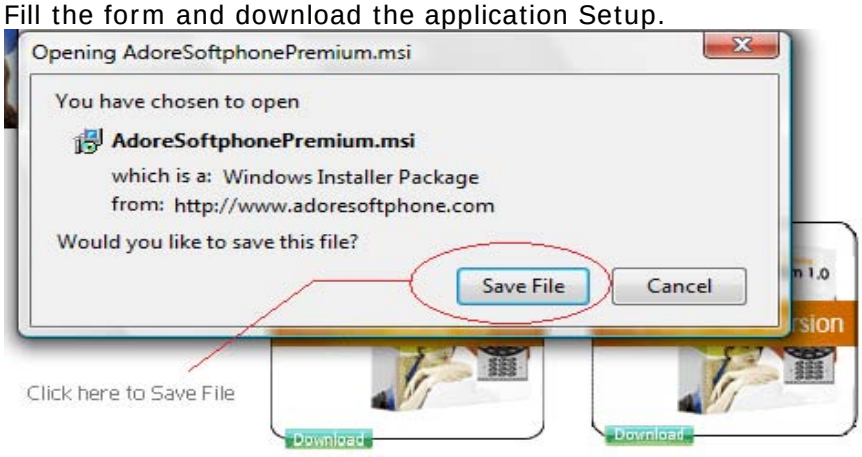
2.4 Install Adore Premium

Attention Win2000/XP users! You must have administrative privileges to install Adore Premium if you are not sure whether you have such privileges, you almost certainly do not have them. Contact your system administrator.
Attention Windows 2000! You need to install Microsoft Installer 2.0 from www.microsoft.com before

2.5 Install Application

For installing application you need to download it from our website www.adoresoftphone.com

Fill the form and download the application Setup.



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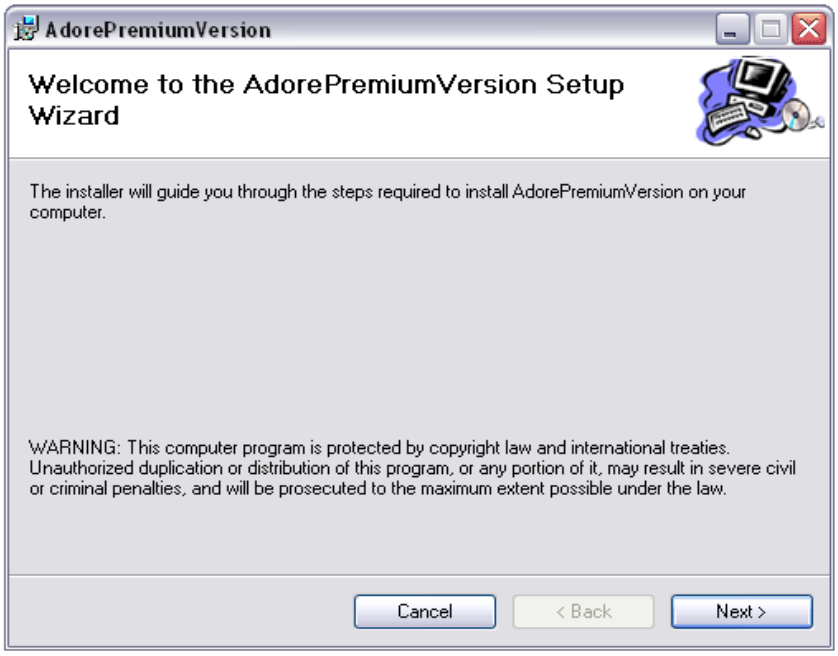
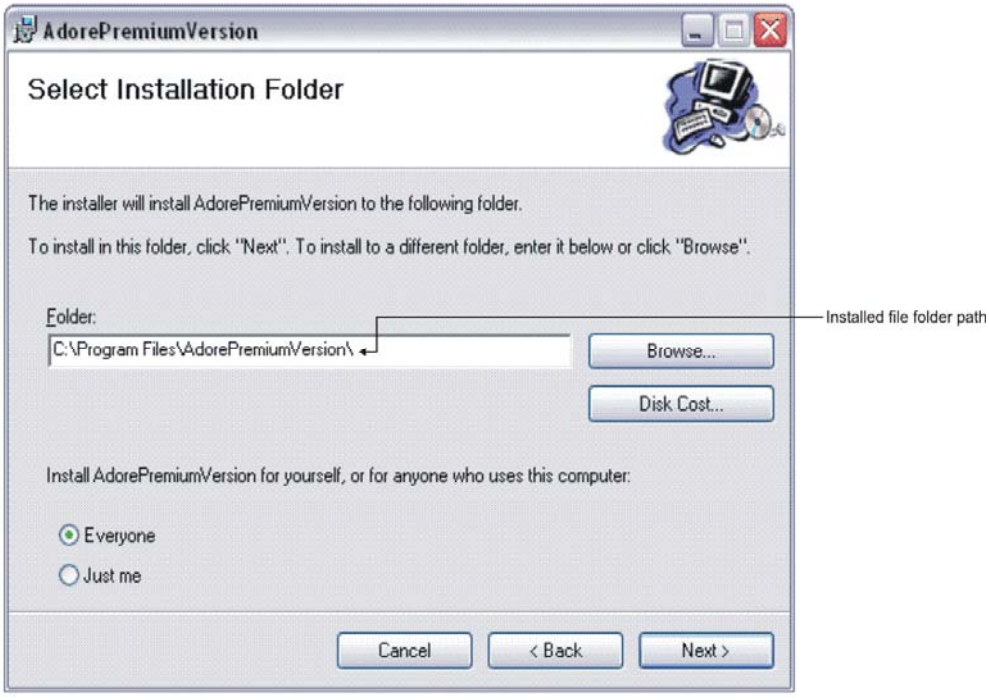
2.5.1 - Run the installation file.

- Window Appears click Next to Proceed.


AdorePremiumVersion
Welcome to the AdorePremiumVersion Setup Wizard
The installer will guide you through the steps required to install AdorePremiumVersion on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

2.5.2 Select folder where file need to be installed and provide privileges.


AdorePremiumVersion
Select Installation Folder
The installer will install AdorePremiumVersion to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\AdorePremiumVersion\
Installed file folder path
Browse...
Disk Cost...
Install AdorePremiumVersion for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

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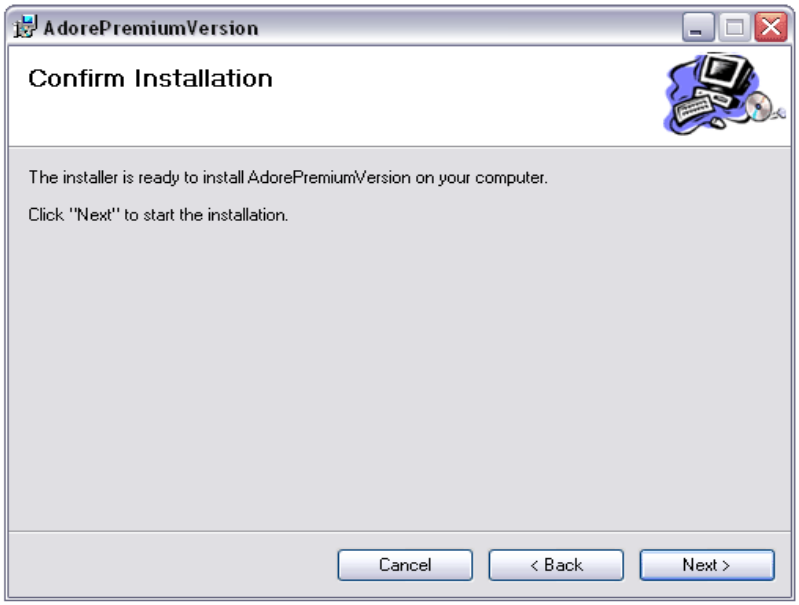
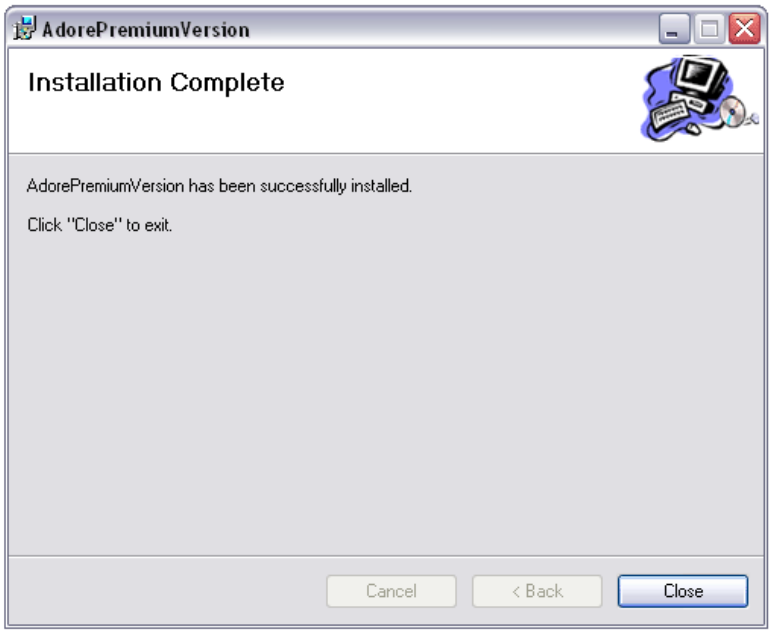
2.5.3 – Installer Ready to Install Adore Softphone Premium, Select Next to continue.


AdorePremiumVersion
Confirm Installation
The installer is ready to install AdorePremiumVersion on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

2.5.4 - Click Close to complete installation.



2.6 - Uninstall Adore Softphone Premium

To uninstall Adore Premium, go to
Control Panel->Add/Remove Programs->AdorePremiumVersion>Install/Uninstall.

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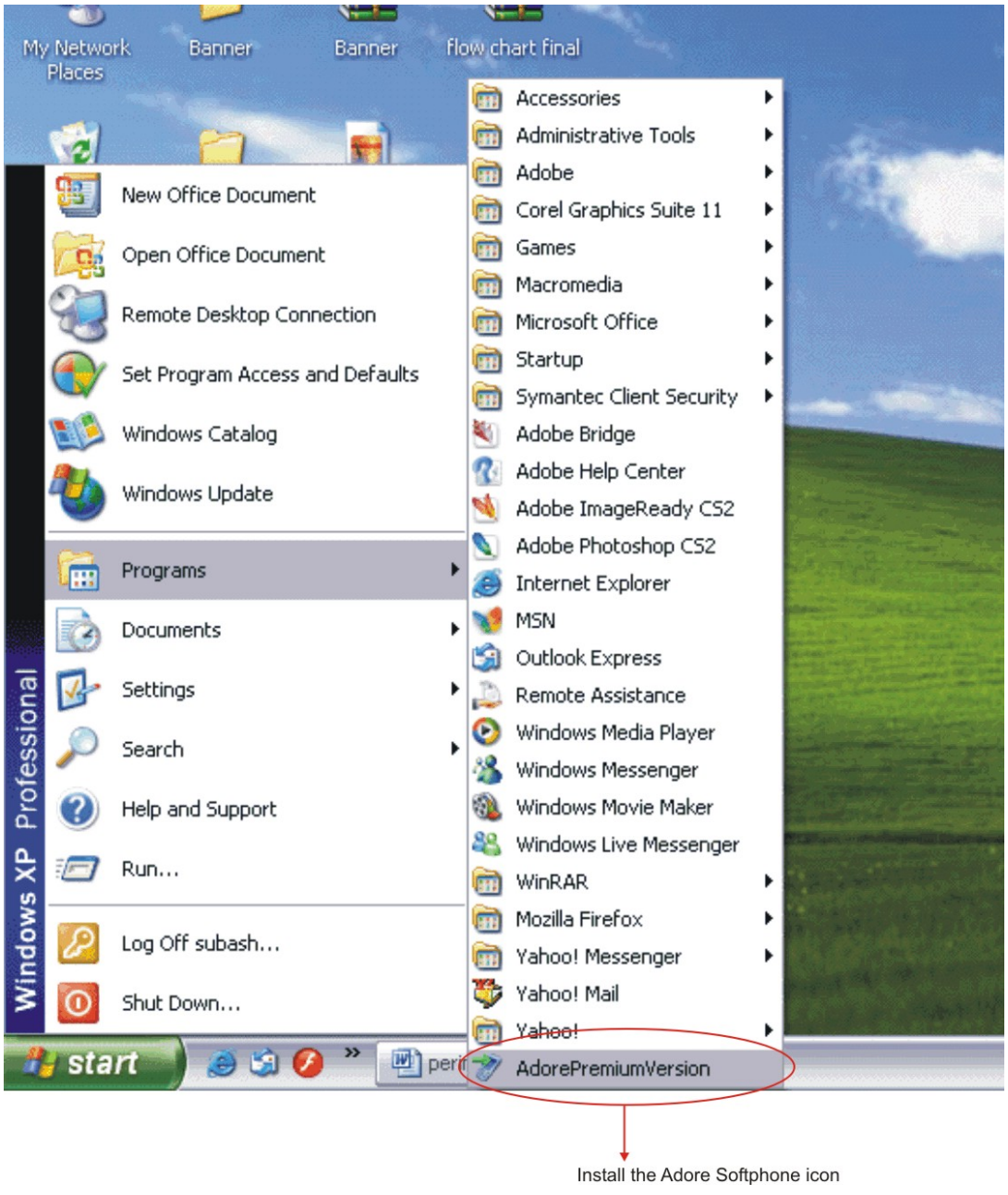
2.7 - Start & Using Adore Softphone Premium

Go to Start->AdorePremiumVersion
Or
Click on Icon Adore Premium Version on desktop



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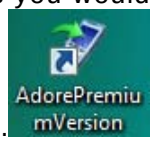
Using Adore Premium

If Adore Premium Version (Softphone) is not already running, start it as you would any other program: Use the *Windows Start* menu or double-click the desktop icon. 

3. Configuring Adore Premium

You can configure Adore premium in these ways

1. Application
2. Configure Accounts information
3. Set Codec setting

3.1 Configure Application

Select (Right Click on the Phone/interface) Options ->Application (Fig 3.1)

- Basic Options
  - Always On top of Other Application

    If Check this Option, Application always on Top of your Desktop.

  - Lunch when Windows Start

    If Check this Option, Application automatically starts when windows start. This option is automatically added on the list of startup Program list.

  - Confirm before closing application

    If Check this Option, Application display a confirmation message, before closing application.

- Recent Calls

  This Option enable number of calls, you need to display in recent call list.

- Recorded Call Location

  Refer Section 3.9.3

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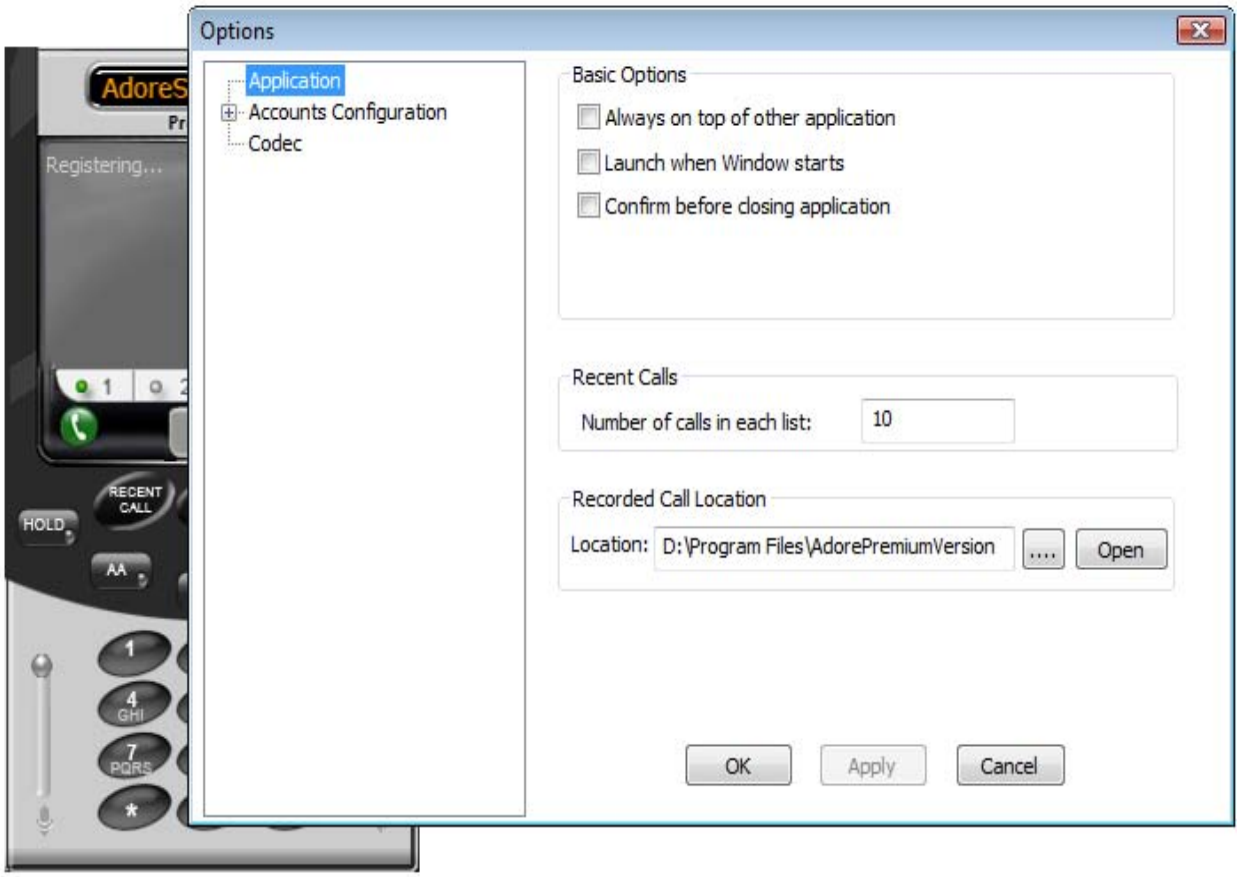

Fig 3.1

3.2 Configure Accounts Information

Select (Right Click on the Phone/interface) Options ->Accounts Configuration
You have 8 accounts. In which you store account information
You can use one account at a time. Fig 3.2
To enable any account click on “Make Default” check box
Then click “Apply” then “OK”

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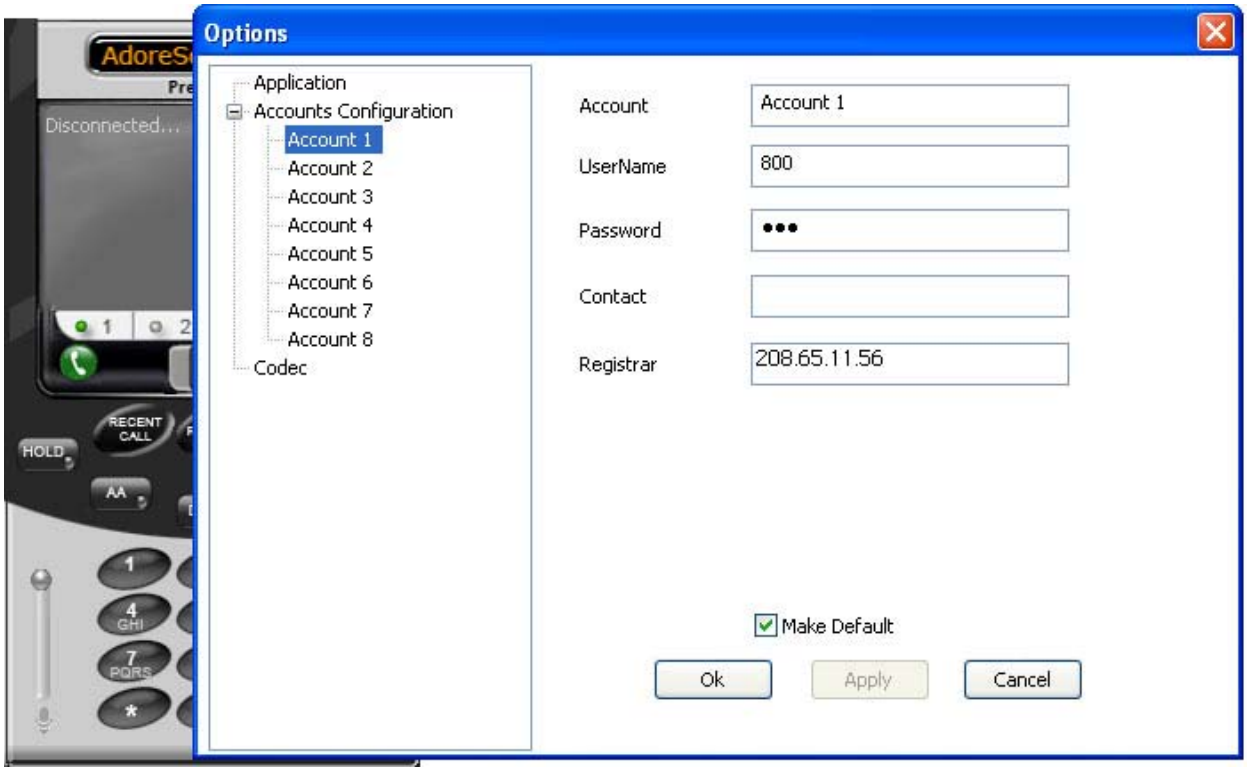

Fig 3.2

3.3 Codec Configuration

Codec are responsible for voice quality. In order to get good voice you have to configure codec correctly. Codec which enable in your server should be in “Enable Codec “.
All other should be in “Disable Codec”

1. You can change list by using [>] and [<] button - Fig 3.3
2. You can move all to Enable code List or Vice versa by using [>>] and [<<] respectively

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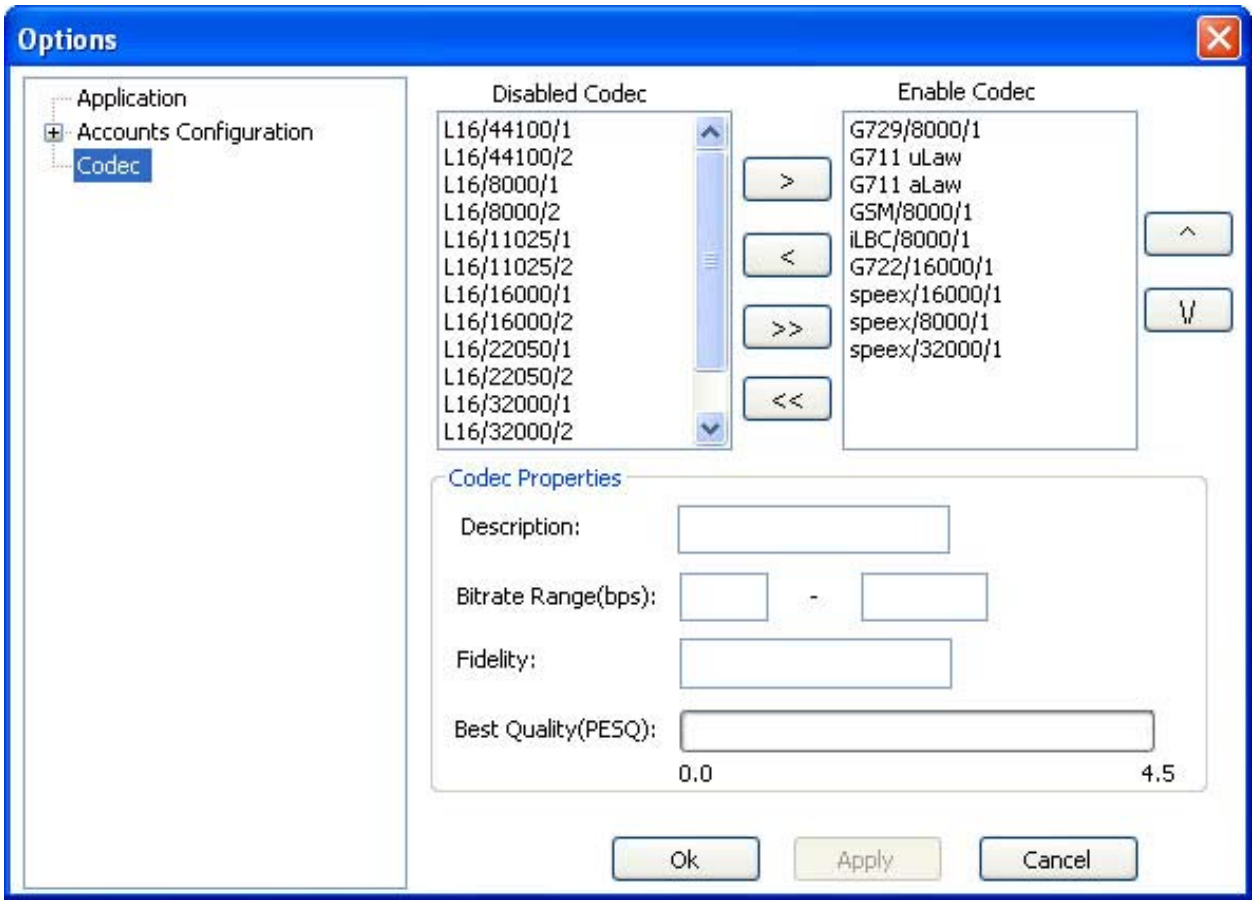

Fig 3.3

3.4 Set Codec Priority

You can increase and decrease priority of enabled codec by using [^] and [V] button respectively.

Codec is arranged on decreasing priority .In other words highest priority codec is on TOP List and Codec on Least priority in lower on list, as shown in Fig- 3.4

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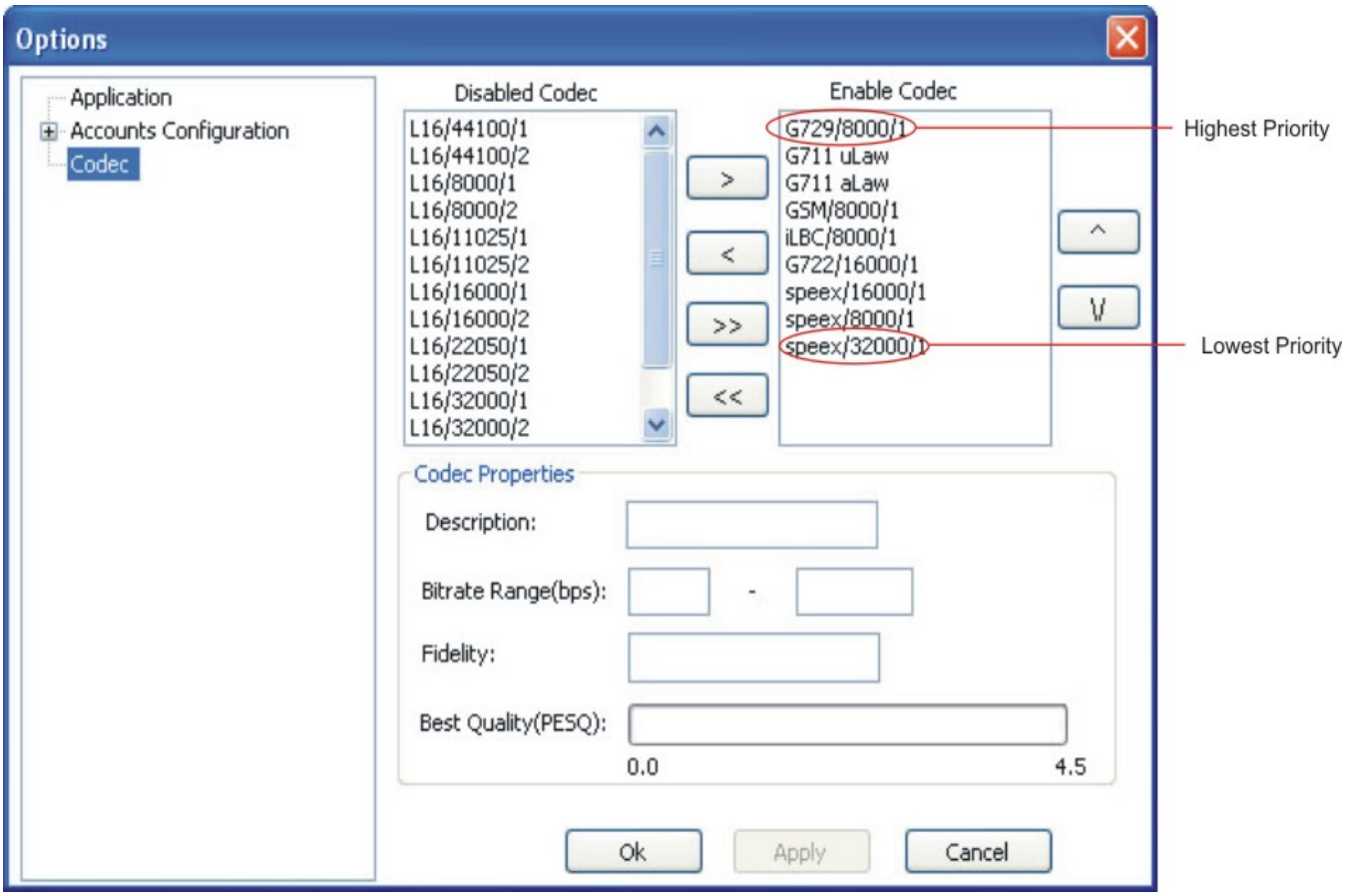

Fig 3.4

3.5 Register your Softphone

1. Login window appears
    - Enter SIP IP, Username and password.
    - Press Login Button
    - Base Softphone window open.(With status message Registered)

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3.6 Placing a Call

You can make 4 call concurrent call at same time

To make call

1. Select required line.
2. Press desired number through keyboard or through Dial Pad
3. Press Call button

To place another call move to other line (Line 2, 3, 4) and make call,

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3.7 Ending a Call

1. Select required line.
2. Press hang-up button.
3. Session message Display “Disconnected…”

3.8 Handling an Incoming Call

On incoming call desired line gets highlighted by yellow color and Softphone taskbar start get highlighted.

1. Select desired line
2. Press Call button or Press to reject call

3.9 Handling an Established Call

While the call is in progress you can:

- Control the audio: control volume.
- Record the call.
- Put the call on hold.
- Put Call in conference (If there is two or more call active at same time)
- Transfer the call.

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3.9.1 Basic Transfer – Transfer this Call

1. When call get connected .Press transfer button

2. Dial number where you want to transfer call.
3. Press
4. When transferred succeed message appeared on screen. As shown in Fig 3.9.1a
5. After Call transfer your call gets disconnected. As shown in Fig 3.9.1b

Fig 3.9.1a

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Fig 3.9.1b

3.9.2 Call Conference

1. Connect all call which you want to be part of conference Fig 3.9.2a
2. Press conference button

>>

3. When Conference start message appeared on screen informing about lines in conference Fig 3.9.2b

Disable Conference

1. Press Enable Conference button

2. Conference will get disabled

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Fig. 3.9.2a

Fig 3.9.2b

3.9.3 Call Recording

You can record all calls incoming and outgoing .To record call follow following steps

1. Press Record button

2. Record button got highlighted

which shows your Recording got started.

Note: Recording file store at default location. In order to change or check location Right click from mouse

Options->Application

You will get Recorded Call Location. You can change location by pressing "..." button and select location where you want to store file of recording Fig 3.9.3a

Press "Open" button to locate recorded file / play recorded file.

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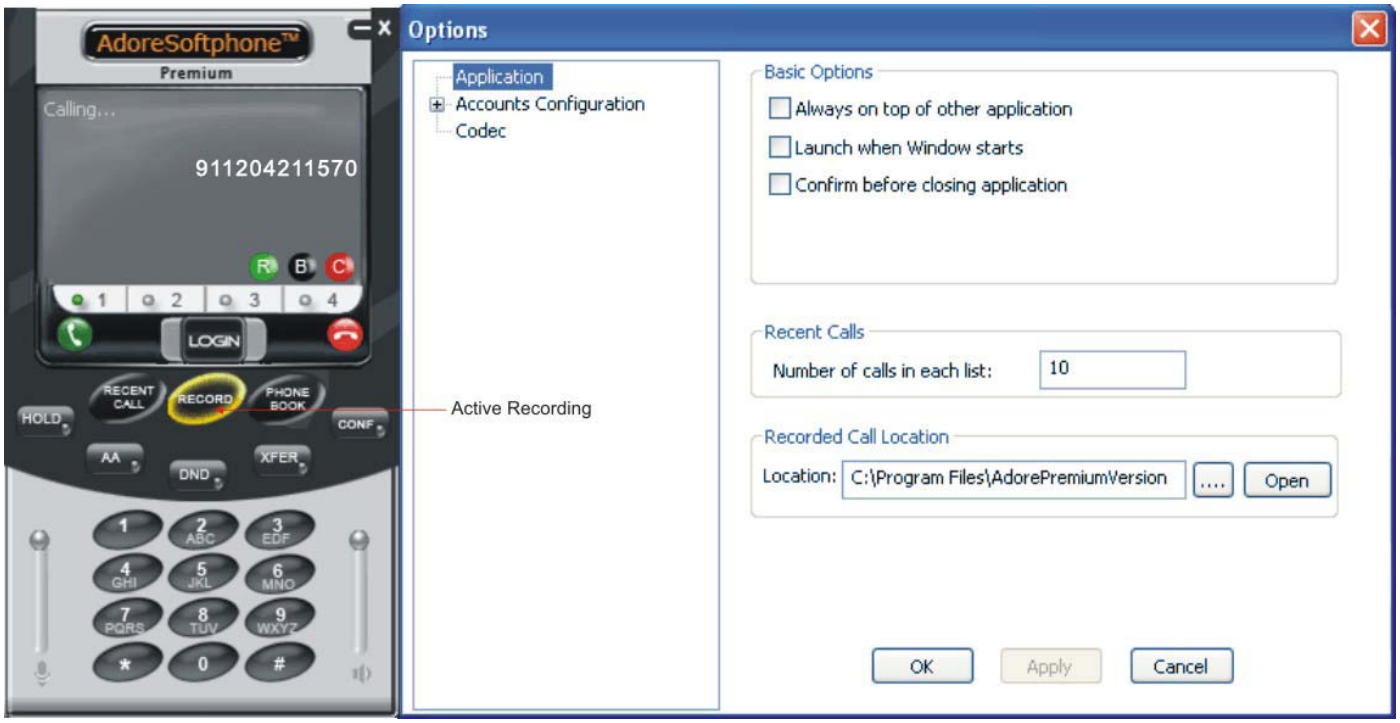

Fig 3.9.3a

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3.9.4 Auto Answer (AA)

Auto Answer pickup your call automatically .You don't need to worry about picking up call whenever you are busy with other line.

Enable Auto Answer

1. Press AA to activate auto answer

Disable Auto Answer

1. Press Active AA to disable Auto answer (Fig 3.9.4a)

Fig 3.9.4a

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3.9.5- Do Not Disturb (DND)

Do Not Disturb make you free from incoming call. When you activate “Do Not Disturb” you will not get any incoming call.

Activate Do Not Disturb (DND)

1. Press DO NOT DISTURB (DND)

to activate DND

Deactivate Do Not Disturb (DND)

1. Press Active DO NOT DISTURB (DND)

to deactivate DND (Fig 3.9.5a)

Fig 3.9.5a

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4 Using Phone Book

In Phone book you can Add, Delete, Search and Call to Contact very easily.

4.1 Add Contact

- Right click on Interface and Select Phone book Fig 4.1a
- Click on “Option Button”
- From Menu select “Add New Contact”
- Fill required details
  Note: Name and Contact no is mandatory*
- Press OK
- Buddy contact detail added successfully to your contact List.

Fig 4.1a

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4.2 Search Contact

1. Type Name of person (It automatically search respective text inserted in search text Box and display in “Name list “If entered Name present in Phone book.

Fig 4.2a

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4.3 Call to Contact

1. Search contact you want to call
2. Right click on name of contact list on list box
3. Select Call Fig 4.3

Fig 4.3

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4.4 Edit Contact

1. Search contact you want to call
2. Right click on name of contact list on list box
3. Select “Edit”
4. Make changes
5. Click Ok

Fig 4.4

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5. Using Recent Call

By using recent call you can get your call history of Softphone
You can check Missed call, Received Call and Dialed call.

To use Recent call clicks on

then use recent call detail

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6. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering…	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Voice is not Clear	Codec is not properly set.	Contact to your server administrator And Configure Codec priority **Ref 3.3**
Call get disconnected before connected	Codec is not properly set.	Contact to your server administrator And Configure Codec priority **Ref 3.3**

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